Indiana Career Council System Alignment Taskforce

September 30, 2014

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Taskforce Responsibility #1

Make recommendations to the Career Council on streamlining the state's agencies, governance structure, and regional makeup to provide greater efficiency, accountability, and improved services to clients (both workers and businesses)

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Who System Should Be Designed to Serve

Any Hoosier that needs, or desires, access to the information, education, and skills required for career success

- Adult Population:
  - Unemployed
  - Low-Income
  - Veterans
  - Low-skilled/undereducated
  - Individuals with barriers to employment
- Youth Population:
  - Drop outs
  - Youth at risk for dropping out
  - Low-Income
  - Youth with barriers to employment and/or educational attainment

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Integrated Client Service Process

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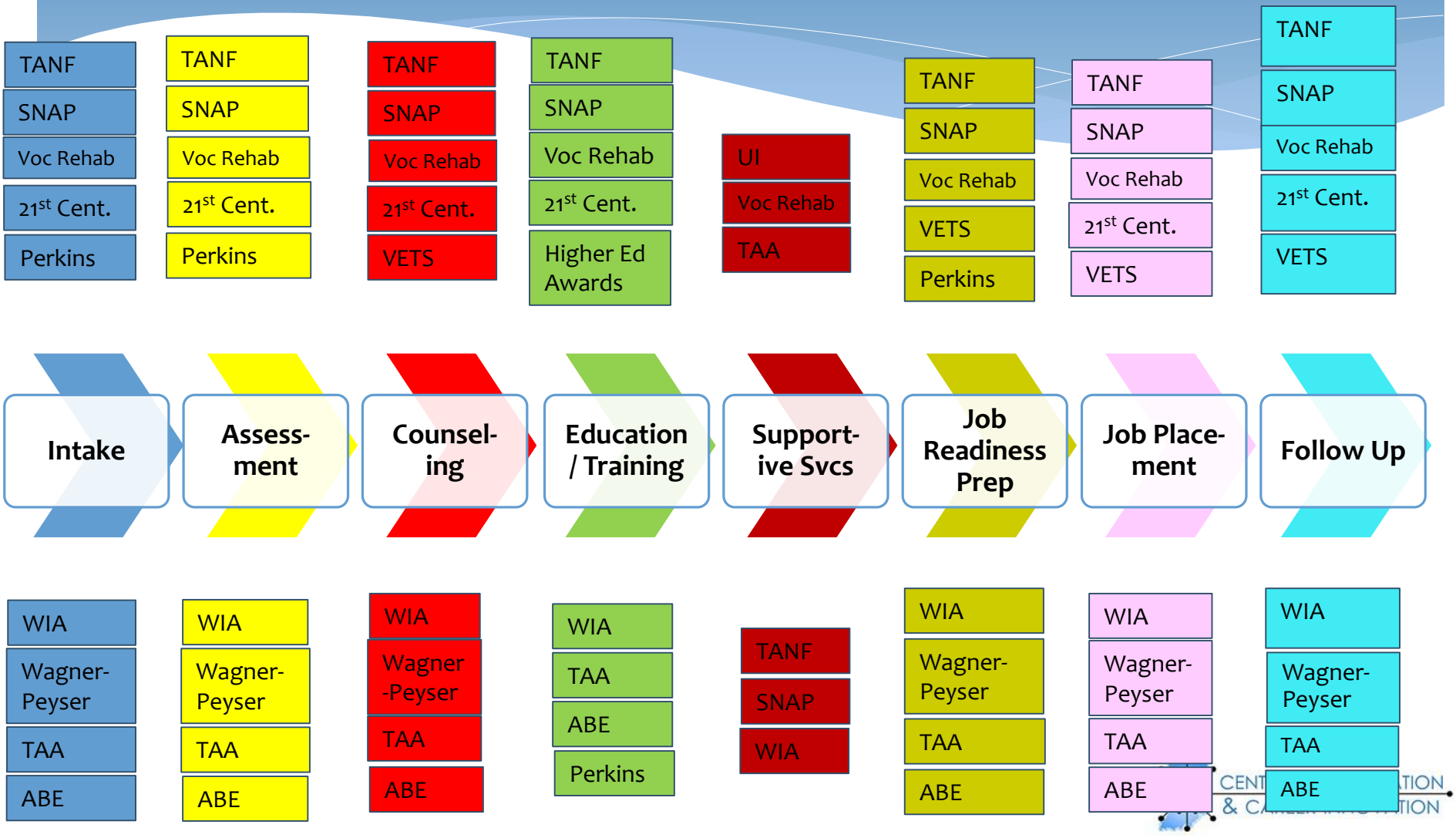
Integrated Client Service Process



Integrated Client Service Delivery

Client service delivery should be designed with a "front office/back office" structure

- **Front Office**
  - Strategic/development-oriented services
  - Unique to each client
  - Includes:
    - Assessment/Service Planning/Counseling
    - Education/Training
    - Job Readiness Preparation
    - Job Placement
    - Follow Up

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Integrated Client Service Delivery

- **Back Office**
  - Process-oriented services
  - Basic eligibility and support (payment) services
  - Includes:
    - Unemployment
    - SNAP Assistance Programs
    - TANF Assistance Programs

Front Office and Back Office services should be integrated across state agencies that provide or are responsible for workforce-related services provided to any Hoosier that needs, or desires, access to the information, education, and skills required for career success.

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How should system serve businesses

Every Indiana business will find the educated and skilled workforce necessary to complete successfully in the global economy

- Services provided by the system to businesses will be:
  - Organized around each businesses unique needs;
  - User-friendly, with integrated access points, including virtual and electronic, for businesses;
  - Minimally intrusive, reducing overly bureaucratic processes imposed upon businesses; and
  - Value-added, ensuring a focus on business satisfaction and cost-savings

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The Business Experience – Services Current

WorkOne – Integrated WIA, Wagner-Peyser, TAA, VETS, Adult Ed

DWD – HIRE

FSSA – BRS/Voc Rehab

IEDC

Ivy Tech

Vincennes

CTE Centers

Outreach

Business Svcs

DWD – UI

WorkOne – Job Matching, Skills Training, etc.

IEDC – Training grants, etc.

Ivy Tech – Specialized training, etc.

Vincennes – Specialized training, etc.

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Ideal State (The Business Experience)?

WorkOne – Integrated WIA, Wagner-Peyser, TAA, VETS, Adult Ed

DWD – HIRE

FSSA – BRS/Voc Rehab, DFR (TANF/SNAP

IEDC

Ivy Tech

Vincennes

CTE Centers

Integrated Outreach:

Staff

Policy,

Cost-Sharing,

Tracking/ Reporting Systems

Outreach

Business Svcs

Integrated Business Services:

Single-Point of Contact/ "No Wrong Door Approach

Triage Approach

Multi-Agency Sharing of :

Staff

Processes,

Costs,

Data

DWD – UI

WorkOne – Job Matching, Skills Training, etc.

IEDC – Training grants, etc.

Ivy Tech – Specialized training, etc.

Vincennes – Specialized training, etc.

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Ideal State (Business Service Functions)

- Job Placement
- Internships/Work Experience
- Client Follow-Up/Job Coaching
- Service "Selling"

Integrated Outreach:

Staff

Policy,

Cost-Sharing,

Tracking/ Reporting Systems

Outreach

Business Svcs

Integrated Business Services:

Single-Point of Contact/ "No Wrong Door Approach

Triage Approach

Multi-Agency Sharing of :

Staff

Processes,

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Data

Recruiting/Placement Services:
Job Postings
Screening
Skill Assessments

Employer Training Services:
On-the Job Training
Customized Training
Incumbent Worker Training

Employer Support Services:
Tax Credits
Employee Bonding
Unemployment Insurance Assistance
Job Coaching

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Taskforce Recommendations – First Pass

- ***Shared outcomes:***
  - *Programs and agencies should base programs on three primary outcomes:*
    - *Entered Employment*
    - *Retained Employment*
    - *Increased Earnings*
    - *Programs should also establish goals for certain indicators:*
      - *Clients placed into education/training*
      - *Degrees/Credentials earned*
- ***Increased Integration of Programs***
  - *TANF and SNAP should be integrated into DWD*
  - *Voc Rehab and DWD programs should have shared policies/processes for intake, assessment, service planning, service delivery tracking, reporting, etc.*

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Taskforce Recommendations – First Pass

- ***Increased focus on alternative service delivery methods***
  - All partners should offer enhanced, integrated electronic/virtual service delivery
  - Physical footprint of offices should be reduced
    - Number of offices should be reduced through consolidation and/or co-location
- ***Reduction in administrative/overhead expenditures***
  - Expenditures should be focused on direct client services, with specific targets set for training funds

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Next Meeting

- Recommendations on Regional Service Delivery Areas
- Recommendations on State-level Governance Structures
- Draft of Final Taskforce Recommendations

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